

14 FAH-5 H-600 DPO MAIL SECURITY

14 FAH-5 H-610 AUTHORITY AND RESPONSIBILITY

(CT:DPO-1; 11-14-2013)
(Office of Origin: A/LM)

14 FAH-5 H-611 APPLICABILITY OVERSEAS

(CT:DPO-1; 11-14-2013)

- a. This section applies only to Diplomatic Post Office (DPO) mail overseas.
- b. For mail security matters concerning the civilian postal system not overseas, see USPS Domestic Mail Manual (DMM) and Administrative Support Manual (ASM) Section 274, and USPS Postal Operating Manual (POM).
- c. The terms "mail sealed against inspection," "sealed mail," "mail not sealed against inspection," and "unsealed mail" have the respective meaning given to them by DMM.

14 FAH-5 H-611.1 PRESERVING MAIL SECURITY

(CT:DPO-1; 11-14-2013)

- a. DPO staff must preserve and protect the security of all mail in their custody from unauthorized opening, inspection, reading of contents or covers, tampering, delay, or other unauthorized acts.
- b. 18 U.S.C. 1700 states that Department employees who commits or allows any such unauthorized act may be subject to prosecution by Federal civilian authorities, or to other disciplinary or administrative actions.
- c. DPO employees having a question about proper mail security procedures not answered clearly and specifically by this procedure, or by timely direction by their supervisor, must resolve the question by protecting mail sealed against inspection in all respects and processing it, or letting it move through the U.S. approved mail stream, without interruption, to its destination. If there are personal safety issues that are associated with handling the mail in question the item should be isolated and the Regional Security Officer (RSO), Postal Officer and the Office of Diplomatic Pouch and Mail (DPM) notified.

14 FAH-5 H-612 ROLE OF POSTAL OFFICERS

(CT:DPO-1; 11-14-2013)

- a. Postal officers are responsible for implementing mail policies and procedures at posts with Diplomatic Post Office facilities (see 14 FAM 763.2). Department of Defense (DoD) also appoints postal officers at missions with military postal facilities (see 14 FAM 752). Postal Officers are responsible for:
- (1) Daily supervision of DPO mail operation procedures, in particular the protection of mail, the identification of items that cannot be mailed, and the handling of suspicious mail;
 - (2) Weekly verification of AMPS generated AV-7 Documentation verifying data input is correct (see 14 FAH-5 H-522);
 - (3) Informing all users of the mail room of the policies in this subchapter and 14 FAM 760 and the procedures in 14 FAH-5 to ensure that abuse of the Department's mail and messenger services does not occur;
 - (4) Reporting fraud, waste, and abuse of personal mail policies to the Postal Officer supervisor and DPM in accordance with 14 FAM 726;
 - (5) Enforcing and carrying out all Department and United States Postal Services (USPS) Postal regulations relating to Personal mail;
 - (6) Jointly reviewing with the RSO annually the bureau or post's mail center security plan;
 - (7) Overseeing the proper use of mail supplies and property;
 - (8) Requesting budgets for staffing, supplies and property via the local ICASS process;
 - (9) Enforcing the policy set forth in 14 FAM 760 and implementing the procedures set forth in 14 FAH-5 relating to the processing of personal mail;
 - (10) Ensuring that personal mail for departing employees is forwarded according to guidelines listed in 14 FAH-5 H-431;
 - (11) Monitoring mail receptacles for mail not being picked up in a timely manner in accordance with guidelines in 14 FAH-5 H-421.2-1;
 - (12) Ensure appropriate DPO Staff maintain directory files and mailrooms records properly and perform directory service;
 - (13) Ensure a sample mail address (personal) is prominently displayed in the DPO customer service area;
 - (14) Notifying RSO and DPM immediately of all suspected or known postal offenses and losses. Additionally, DPO Staff are required to include the Postal Officer in any e-mail exchanges sent to the DPO-Answerperson@state.gov (for the proper reporting format see: 14 FAH-5

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- (15) Restricting entry to all mail facilities to only authorized personnel;
 - (16) Cooperating with U.S. Postal Inspectors regarding complaints, inquiries and claims. Postal Officers should encourage customers to report missing mail directly to the United States Postal Inspection Service (USPIS);
 - (17) Ensure Intelligent Mail Barcodes (IMBs) are being properly utilized to "seed" retro-grade first class letter and first class flat mail pieces;
 - (18) Ensure appropriate personnel maintain directory files and mailroom records properly and perform directory service;
 - (19) Coordinate postal-related publicity. Work with post's Community Liaison Officer (CLO), and via post management notices as required, to educate and inform postal customers of policy and rules changes as needed; and
 - (20) Ensure individual mail lock boxes are assigned properly.
- b. As the Postal Officer function is an inherently governmental function, it will not be contracted out.

14 FAH-5 H-613 THROUGH H-619 UNASSIGNED